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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Contact policy and volume constraints: This domain covers managing contact policies to limit how often customers receive communications, focusing on controlling action exposure and volume in outbound channels while configuring appropriate tracking periods.
Topic 2	<ul style="list-style-type: none"> • Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
Topic 3	<ul style="list-style-type: none"> • AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.
Topic 4	<ul style="list-style-type: none"> • Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.
Topic 5	<ul style="list-style-type: none"> • Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q99-Q104):

NEW QUESTION # 99

Regional Bank experiences an unexpected system outage affecting online banking services across multiple locations. The bank needs to immediately inform all customers about the temporary service disruption and provide alternative banking options. The communication must reach every customer simultaneously and should not be repeated.

Which communication approach should the bank use to address this urgent customer notification requirement?

- A. Create a one-time action to deliver Immediate batch communication to all customers
- B. Configure a promotional campaign with targeted audience segmentation rules
- C. Send individual personalized messages through the standard outbound schedules
- D. Schedule a regular always-on outbound communication with engagement policies

Answer: A

NEW QUESTION # 100

Which of the following reasons explains why a customer might receive an action that they already accepted?

- A. The action suitability conditions are not defined.
- B. The suppression rules are not defined to exclude previously accepted actions.
- C. The volume constraint is not set to exclude previously accepted offers.
- D. The actions are filtered based on eligibility.

Answer: C

Explanation:

A customer might receive an action that they already accepted if the volume constraint for that action is not configured to exclude previously accepted offers. This option can be enabled by selecting the Exclude previously accepted actions checkbox in the volume constraint configuration. The action suitability conditions are used to determine whether an action is suitable for a customer based on their propensity, priority, or other criteria, not based on their previous responses. The suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases, not based on their previous responses. The actions are filtered based on eligibility before applying the volume constraints, so this option does not explain why a customer might receive an action that they already accepted. Verified References: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

NEW QUESTION # 101

lyCo, a telecom company, wants to start promoting data plan offers through SMS to qualified customers. The marketing team needs to ensure that the outbound run always uses the latest customer information.

What do you configure to implement this requirement?

- A. Select a different audience sample with a similar profile.
- B. Trigger an external Extract-Transform-Load (ETL) process.

- C. Select the Refresh the audience checkbox.
- D. Run the starting population segment daily.

Answer: C

Explanation:

To implement this requirement, you need to select the Refresh the audience checkbox in the outbound run configuration. This option allows you to refresh the audience data before each run by executing a data flow that reads from your customer data source and updates your customer data set. This way, you can ensure that the outbound run always uses the latest customer information available in your system. Verified References: Pega Academy - Decisioning Consultant - Configuring outbound runs

NEW QUESTION # 102

You are a decisioning architect on a next-best-action project and are responsible for designing and implementing decision strategies. Select each component on the left and drag it to the correct requirement on the right.

Answer:

Explanation:

NEW QUESTION # 103

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?

- A. 0
- B. 1

